

Chief Operating Officer Strategy and Execution Training Course

19 – 23 September 2027
Toronto

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Ref: 140_113649 **Date:** 19 – 23 September 2027 **Location:** Toronto **Fees:** 12000 Euro

Course Overview

Chief Operating Officer Strategy and Execution Training Course is a one-week course for chief operating officers, deputy COOs, operations directors, and senior executives who leave with a 100-Day COO Execution Plan. Participants connect enterprise operating model design, strategy-to-execution governance, performance architecture, capacity decisions, operational resilience, and transformation leadership through an executive case. The course develops a board-ready COO operating agenda for cross-functional performance and accountable execution. Chief operating officer strategy and execution are taught by Agile Leaders Training Center.

Who Should Attend

- Enterprise operations leadership functions accountable for translating strategy into coordinated execution
- Cross-functional performance functions responsible for targets, decisions, escalation, and corrective action
- Business transformation functions responsible for operating-model change and benefit realization
- Resource and capacity leadership functions balancing demand, capability, cost, and service commitments
- Executive governance functions preparing operational evidence and decisions for boards and sponsors

The course assumes participants already lead a function, business unit, or enterprise operations mandate and leaves out frontline process supervision and introductory operations techniques.

Departments and Industries

The course supports executive operations across asset-intensive, service, digital, and public-facing organizations.

- Enterprise operations, strategy, and transformation offices
- Manufacturing, energy, and infrastructure operations
- Banking, insurance, and professional services
- Healthcare, education, and public-service organizations
- Technology, logistics, retail, and hospitality operations

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Learning Objectives

By the end of this course, participants will be able to:

- Analyze the COO mandate, enterprise value levers, and execution risks
- Build an enterprise operating model with clear decision rights
- Apply strategy-to-execution governance and performance review rhythms
- Evaluate capacity, resilience, and resource trade-offs
- Prioritize transformation initiatives and benefit realization
- Build a board-ready 100-Day COO Execution Plan

Course Agenda

Day 1: COO Mandate and Enterprise Value

- COO Mandate and Accountability Map
- CEO–COO Partnership Decision Charter
- Enterprise Value Driver Tree
- Strategy-to-Execution Gap Diagnostic
- Board Operations Narrative Canvas

Day 2: Enterprise Operating Model Design

- Operating Model Canvas
- End-to-End Value Stream Architecture
- Decision Rights and RACI Matrix
- Make-Buy-Partner Choice Framework
- Cross-Functional Interface Map

Day 3: Performance and Execution Governance

- Objective and Key Results Deployment Map
- Leading and Lagging KPI Architecture
- Executive Performance Review Cadence
- Variance and Exception Decision Log
- Accountability and Escalation Protocol

Day 4: Capacity, Resilience, and Transformation

- Demand and Capacity Scenario Model
- Resource Trade-Off Decision Matrix
- Operational Resilience Stress Test
- Transformation Portfolio Prioritization Grid
- Benefits Realization Control Sheet

Day 5: COO Executive Practice and Capstone

- COO Mandate and Board Narrative Exercise
- Operating Model Decision Simulation
- Performance Governance Review Exercise
- Capacity and Resilience Scenario Exercise
- Capstone 100-Day COO Execution Plan

Practical Exercises

The course uses suggested activities based on enterprise operations decisions and cross-functional dependencies.

- Suggested activity: diagnose a strategy-to-execution gap across a manufacturing value stream
- Suggested activity: redesign decision rights for a multi-channel service operation
- Suggested activity: evaluate capacity and resilience trade-offs during a demand shock
- Suggested activity: present a transformation portfolio and operating agenda to an executive panel

FAQs

Who does the Chief Operating Officer Strategy and Execution Training Course suit?

The course suits executives who already own cross-functional operations, enterprise performance, or transformation and need a board-ready system for converting strategic intent into accountable execution.

How does COO strategy and execution differ from general operations management?

COO strategy and execution addresses enterprise operating models, executive governance, board alignment, capacity trade-offs, and transformation portfolios, while general operations management usually concentrates on processes, teams, quality, and service delivery within a function.

What is an enterprise operating model for a chief operating officer?

An enterprise operating model defines value streams, capabilities, structures, decision rights, governance forums, measures, resources, and interfaces through which strategy becomes coordinated operating activity.

How should a COO govern strategy-to-execution performance?

A COO should connect strategic objectives to accountable outcomes, leading and lagging measures, review cadences, exception thresholds, decision rights, corrective actions, and evidence for executive escalation.

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What belongs in a 100-Day COO Execution Plan?

A 100-Day COO Execution Plan should contain mandate priorities, operating-model decisions, performance measures, governance routines, capacity actions, transformation dependencies, resilience controls, stakeholders, and required board decisions.

Conclusion

Participants take back a 100-Day COO Execution Plan linking mandate, operating model, performance governance, capacity, resilience, and transformation priorities. The plan creates an executive operating rhythm for cross-functional decisions and accountable delivery. It helps leaders present operational choices, risks, dependencies, and value outcomes in a board-ready form.